

EXPLORE THE WORLD OF IRRV BENEFITS BASIC

For further details, contact our team at onlinetraining@irrv.org.uk or dial 020 7691 8985

Embark on a learning journey with IRRV Benefits Basics, an interactive web-based training tool tailored as a standardised national online induction program for those entering the realms of Housing Benefit and Council Tax Benefit.

KEY COMPONENTS OF IRRV BENEFITS BASIC

Personal Profile:	Allow yourself to navigate a personalised learning path by identifying your preferred learning style.
Learning Centre:	Immerse yourself in a diverse range of learning activities designed to cater to various learning styles.
Resource Centre:	Access a program library where essential content from the Learning Centre is available, along with links to crucial legislation, documents, and websites.
Target Audience:	This course caters to all staff members seeking a fundamental understanding of Housing Benefit and Council Tax Benefit. It also serves as a valuable reference and refresher tool for seasoned practitioners.

LEARNING OUTCOMES

Introduction to your role

- Housing and Council Tax Benefit
- Data Protection and Freedom of Information
- What other resources exist for Benefit Officers?
- Where does the IRRV fit in?

Housing and Council Tax Benefits in context

- What is the benefits system?
- What are means and non-means tested benefits?
- What different benefits exist?

Claiming Housing and Council Tax Benefit

- How do customers claim for HB or CTB?
- Who can make a claim for HB or CTB?
- What are the evidential requirements?
- What other issues should I be aware of?

The elements of the calculation

- Who is eligible to claim?
- Who is the claimant's family?
- Non dependants
- Applicable amounts
- Assessments of income and capital
- Eligible rent and Council Tax

Calculation, payment, overpayment and appeals

- How is the calculation done?
- How are payments made?
- How can customers appeal against a decision?
- How are overpayments dealt with?
- What is fraud?
- What other issues should I be aware of?

WHERE DO I GO FROM HERE?

Advancing your career

Recommended qualifications and publications for ongoing development

Managing Learners: Our new platform allows you to monitor learner progress and accumulate responses, including registration details, log-in times, activities completed, duration, and quiz scores.

Flexible Learning: Learners chart their unique course through the course material, progressing at their own pace with activities accommodating diverse learning styles. The Resource Centre serves as a constant reference tool for legal and practical matters.

Duration: Learning Centre: 10-15 hours
Resource Centre: Continuous reference support